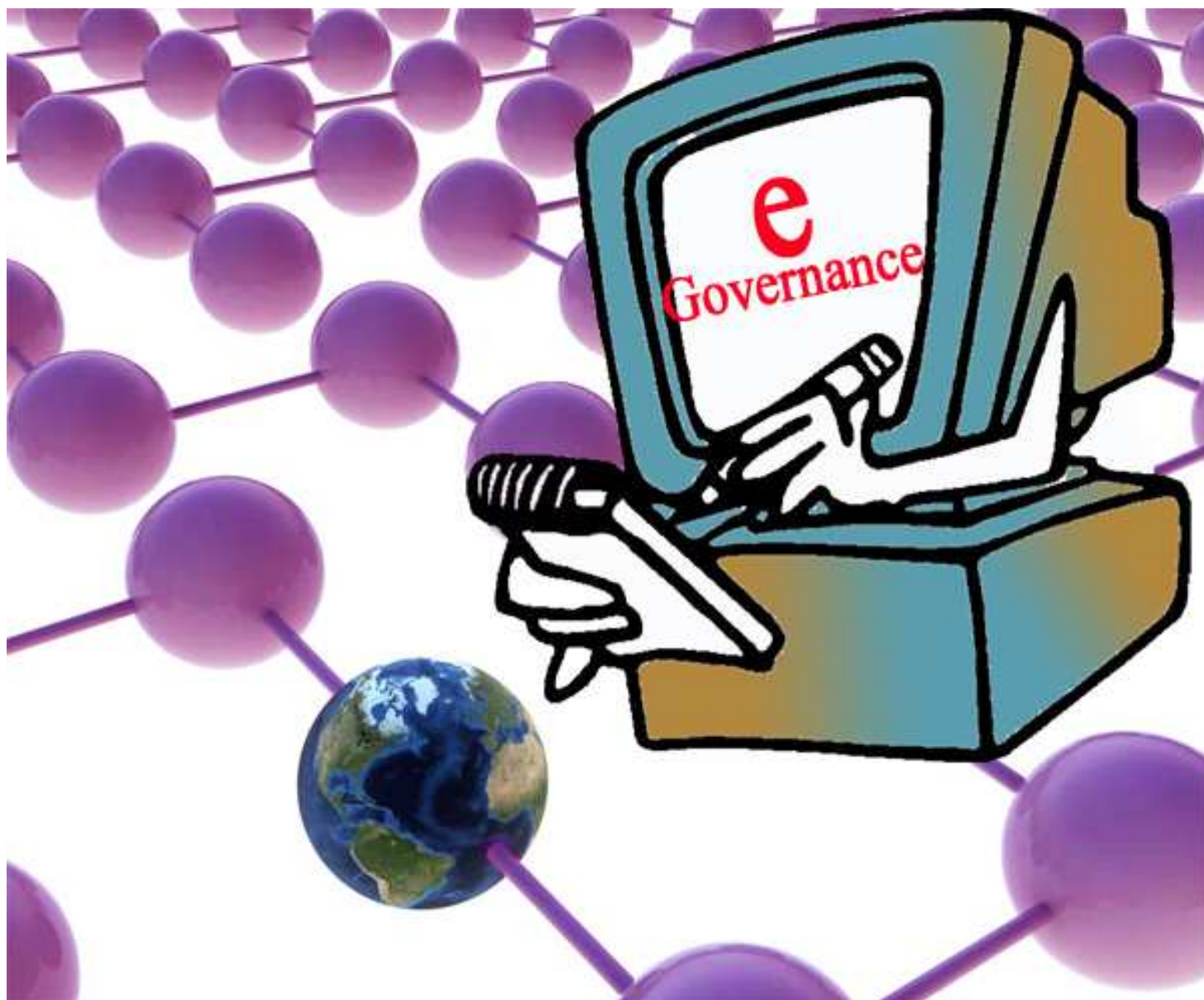


# e-Governance

A Gateway to Smart Governance



Dr. M.K. Sharma

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## **A Gateway to Smart Governance**

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## **MCA Syllabus (Uttarakhand Technical University)**

### **MCA 303 - E-Governance**

#### **Unit I**

Overview of E-Government and E-Governance, Stages of E-Governance, National E- Governance Plan (NeGP), Mission Mode Projects and their implementation status, E-Governance , Introduction to Egovernance, Role of ICT's in e-governance, Need, importance of E-governance

#### **Unit II**

Categories of E-governance, Key Issues of E-Governance, Technology, Policies, Infrastructure, Training, Copyrights , Consulting Funds, E-governance Models, Model of Digital Governance, Broadcasting /Wider Dissemination Model

#### **Unit III**

Critical Flow Model, Interactive-service model/Government –to-Citizen-to-Government Model (G2C2G), Major areas of E-governance Services, Public Grievances: Telephone, Ration card, transportation, Rural services Land Records, Police: FIR registration, Lost and found, Social services: Death, domicile, school certificates

#### **Unit IV**

Public information: employment, hospitals, railway, Agricultural sector: Fertilizers, Seeds, Utility payments Electricity, water, telephone, Commercial: income tax, custom duty, excise duty-Governance Infrastructure, stages in evolution and strategies for success, -Governance Infrastructure, stages in evolution and strategies for success

#### **Unit- V**

Human Infrastructural preparedness, Challenges against E-governance, Study of E-governance initiatives in Indian states, E-readiness, Legal Infrastructural preparedness

# PREFACE

Many significant issues and barriers must be faced in the adoption and dissemination of e-Governance systems regardless of how active or modest we are in terms of ICT infrastructure and deployment. This book has endeavored to investigate the impediments associated with the development and diffusion of e-Governance with a concentration on non-technical ,technical and state-specific factors. The focus of this book is to provide a comprehensive and holistic insight about e-Governance and its various dimensions , using advanced nations' and other Indian states experiences in the same domain to establish benchmarks.

Initially, this book undertook a general review to study the issues and barriers to the uptake of e-Governance and to set and refine aims, scope and questions asked for the same . Several specific requirements to setup e-Governance like State Wide Area Network (SWAN) , State Data Centers(SDC) , Common Service Centre (CSC) are discussed .

## ACKNOWLEDGEMENT

After sincerely thanking the almighty God for all blessings and bounties, I would like to thank many people for their contribution, assistance, support and guidance.

First of all, I would like to thank my parents Late Sri N.K. Sharma and Smt. Gyatri Devi for their daily prayers and enormous efforts to make me who I am . Foremost I would like to thank to my teacher Prof. Durgesh Pant ,Director School of Computer Sciecme , Utrrkhand Open University . This book would not have been possible without his inspiration, constructive criticism and experienced guidance. My most profound gratitude goes to management of Amrapali Group of Institute , Sri Chanan Lal Dhingra , Sri RC Monga , Sri Sanjay Dhingra and Sri Narendra Dhingra for their support . I would like to Thank our Director Prof. Manoj Pandey , and my fellow faculty members for their encouragements in writing this book .

At the end my lovable thanks goes to my family which always support me during the course of the study particularly my wife Vandana Sharma and my two lovely daughters Vama and Suhani Sharma . I would like to thank all my friends and well wishers, I must confess without their support the work would not have been possible.

# Chapter 1

## Overview of e-Government and e-Governance

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### 1.0 Introduction

In 1863, Abraham Lincoln gave his legendary Gettysburg address using the now famous phrase ‘A government of the people, by the people and for the people’ (Gettysburg speech). In other words a government that is constructed of people, and elected by the people, should represent the people. People or citizens then become the government’s priority. The early 1990s witnessed the movement ‘new public management’ (NPM) in the western world. NPM encompasses management practices that include service quality, performance management and risk management.

The terms government and governance have been widely disputed. Saxena (2005) draws a key distinction between ‘government’ and ‘governance’. He identifies the government as an institution, whereas governance may be seen as a wider concept illustrating forms of governance that can be undertaken not only by government authority but by private firms, non governmental organization or associations of firms (Keohane & Nye, 2000).

Governments are specific institutions that donate to governance (Riley, 2003). In other words, it is suggested that governance focuses on the approach in which decisions are made, while government focuses on the approach in which these decisions are carried out.

The government can provide value by providing service delivery which consists of the location timing and manner by which it is distributed (Bruhn & Georgi, 2006). At the start level, e-Governance features include being open for State citizen and business users 24 hours a day, greater accessibility, lower costs and not having to visit government offices; it also aims to provide government information (Teicher et al., 2002).

Successive governments have committed themselves to addressing these divides, but effective implementation of various economic development programmes aimed at individuals belonging to these sections of society has proved an elusive goal. Government of India (GoI) recognizes that some good e-initiatives like e-Governance, in the context of developing countries, provides an excellent opportunity for improving governance. Used imaginatively, it is a trigger for introducing various administrative reforms. These changes could not only go a long way in improving the quality of life of these sections of society, but could actually provide them more equitable access to economic opportunities than ever before. In this context, the Government of India views E-Governance as a strategic tool for transforming Governance and improving the quality of services provided by the government to its people.

India’s experience in E-Governance / ICT initiatives has demonstrated significant success in improving accessibility, cutting down costs, reducing corruption, extending help and increased access to un-served groups. In this phase of experimentation, many e-initiatives have reached millions of people belonging to these sections of society. Improved access to information and services has provided economic and social

development opportunities, facilitated participation and communication in policy and decision-making processes and empowerment of the weakest groups. This has led to fostering a sense of ownership and building of social capital, which in turn, constitute a basis for local revitalization. The Government of India, in various forums, has indicated its commitment to provide efficient and transparent government to all strata of society. e-Governance is now mainly seen as a key element of the country's governance and administrative reform agenda. The Government of India aspires to provide:

- Governance that is easily understood by and accountable to the citizens, open to democratic involvement and scrutiny (an open and transparent government)
- Citizen-centric governance that will cover all of its services and respect everyone as individuals by providing personalized services.
- An effective government that delivers maximum value for taxpayers' money (quick and efficient services)

Hence the Government of Uttarakhand should view e-Governance as a vehicle to initiate and sustain reforms by focusing on three broad areas:

- Equity
- Access
- Equality

While pursuing these goals, it is recognized that the motivations and imperatives for adopting e-Governance in a developing country like India are vastly different from those in developed countries. Manpower costs and constraints were among the imperatives driving technology induction in developed countries. Further, the advent of ICT in governance preceded the emergence of the Internet. Hence one of the main challenges in these countries was to integrate heterogeneous backend computer systems through complex middleware to leverage the Internet and achieve integration of services. By contrast, in countries like India, there was hardly any significant back end computerization in government before the advent of the Internet. Consequently, while planning e-Governance projects today, the ubiquity, convenience and power of the Internet can be factored in right from the planning stage itself. Moreover, it is neither the availability constraint nor the cost of manpower that is the driver for e-Governance. Primarily, the motivations are higher efficiency, transparency, accessibility and accountability as well as reduction of procedural complexity that breeds corruption. It is also a realization that there is no other way to effectively provide services to a population of over one billion people.

Besides, the economic and social environment is very different in India compared with that in a developed country. Per capita income is much lower. Telephone, PC and Internet penetration levels are low in comparison with other countries. Availability of reliable electric power supply is still a problem, particularly in rural areas. Universal literacy is still a distant goal. ICT literacy is very low, both in absolute and relative terms. India has 22 official languages. Several hundreds of dialects are spoken all over the country. Less than 5% of the population can speak English. Hence any e-initiative needs to be planned with reference to these ground realities in the country or in state like Uttarakhand.

## 1.1 e-Government

e-Government is not simply a matter of giving government officials computers or automating old practices. Neither the use of computers nor the automation of complex procedures can bring about greater effectiveness in government or promote civic participation. Focusing solely on technological solutions will not change the mentality of bureaucrats who view the citizen as neither a customer of government nor a participant in decision-making.

Understood correctly, e-Government utilizes technology to accomplish reform by fostering transparency, eliminating distance and other divides, and empowering people to participate in the political processes that affect their lives.

Governments have different strategies to build e-government. Some have created comprehensive long-term plans. Others have opted to identify just a few key areas as the focus of early projects. In all cases, however, the countries identified as most successful have begun with smaller projects in phases on which to build a structure.

To assist policymakers in devising their own plans and initiatives, this handbook divides the process of e-government implementation into three phases. These phases are not dependent on each other, nor need one phase be completed before another can begin, but conceptually they offer three ways to think about the goals of e-government. The three phases are Publish, Interact and Transact.

### Government to SMART Government

The one line translation of SMART Governance is in fact is very true in meaning. I want to illustrate every word in my thoughts as under:

**Simple:** When hierarchy of governing people is simple and is fit in the eyes of people for whom result of governance is meant, than only it is meaningful.

**Moral:** Governing people should be high in moral values. It is only inner moral value that inspire individual to do a justified job, which is essential for people looking towards them for justice.

**Accountable:** As per management principle accountability is more with more authority/power. Hence people sitting on every stage concerned with governance should give direction with feeling of accountability towards the result of action.

**Responsive:** People appointed for governing others have to responsive in action. Their action should be immediate and at the time of need, because something denied at the time of need is useless, if later given. It wipes the faith of people.

**Transparency:** Transparency is like a mirror in administration which always show other the good and bad point, needs to be clarified or appreciated which are otherwise hidden in nature.



**In continuation** to above one more thing I would like to add is that it should be innovative in nature of good to very good and very good to outstanding and outstanding to super.

## 1.2 e-Governance :Definition

'E-Government' or e-Governance is defined as 'The utilization of the Internet and the world-wide-web for delivering government information and services to the citizens.' (United Nations, 2006; AOEMA, 2005) ,

'Electronic Governance' essentially refers to the approach 'How government utilized IT, ICT, and other web-based telecommunication technologies to improve and/or enhance on the efficiency and effectiveness of service delivery in the public sector.' Like when you are using ATM facility of a Bank to collect cash any time from any where or you are using on line fund transfer facility of an Indian bank is an application of e-Governance .

One more definition of e-Governance is "the use of information and communication technologies, and particularly the internet, as a tool to achieve better government". In this description, the internet is defined as a requirement and a possible medium for e-Governance.

## 1.3 Four Stages of e-Government

e-Government is a relatively **new term** that has emerged over the past several years. As governments all over the country have been making the commitment to eGovernment, certain **patterns have developed** that reflect the stages of evolution:

### Phase 1: Presence

This first stage of eGovernment development is characterized by the existence of a presence on the Internet. During this first phase, the Internet **sites are rather static** in nature and are only meant to **provide general information**.

### Phase 2: Interaction

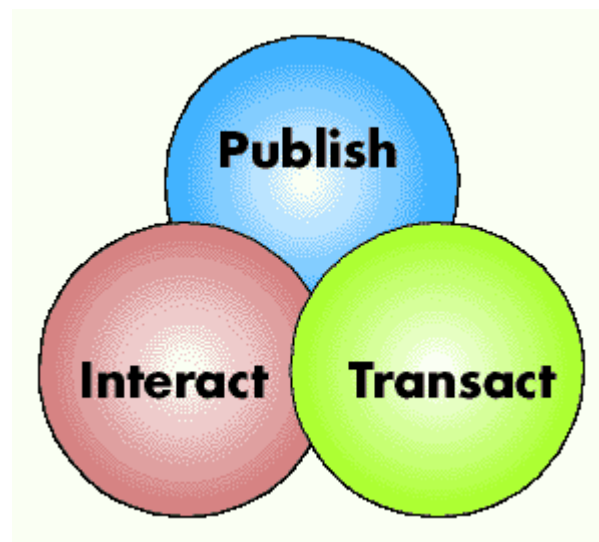
This second stage of e-Government development is characterized by Internet sites that provide **search capabilities**, host **forms to download**, and provide **links to other relevant sites**. In most instances, this stage enables the public to access critical information online, but **requires a visit** to a government office in order **to complete** the task.

### Phase 3: Transaction

This third stage of e-Government development is characterized by empowering the public to **conduct and complete entire tasks online**. The focus of this stage is to build self-service applications for the public to access online. This is the stage where Oakland County is currently.

#### **Phase 4: Transformation**

The fourth stage of e-Government development is characterized by **redefining the delivery** of governmental information and services. This phase relies on robust customer relationship management (CRM) tools, wireless access devices and new methods of alternative service delivery capabilities that reshape relationships between citizens, businesses, employees and governments.



Different people are differently define the e-government ; Some of people define e-government as digital governmental information and some of the people regard e-government as consisting of creation of website, where information about political and government issues is presented. These definition are narrow and cannot conceptualize the multidimensional and complex definition of e-government. So I am forwarding some of general definition about this:

“Government’s use of technology, particularly web-based Internet applications, to enhance the access to and delivery of government information and service to citizens, business partners, employees, other agencies, and government entities,”

“the continuous optimization of service delivery, constituency participation, and governance by transforming internal and external relationships through technology, the Internet, and new media.”

e-Government has been defined as ‘the use of ICT to promote more efficient and effective government, facilitate more accessible government services, allow greater public access to information, and make government more accountable to citizens.

Abramson and Means e-government can be defined as the electronic interaction between government ,the public and employees

World Bank e-Government is the government owned or operated system of information and Communication Technology that transform relation with citizens, the private sector and/or other government agencies so as to promote citizens ' empowerment, improve service delivery, strengthen accountability, increase transparency, or improve government efficiency.

That means e-government is using an IT (information and Technology) by government agencies in order to create the relation citizen, business and other government sectors. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with businesses and industries, citizen empowerment through access of information, or more efficient government management. Such that we have revenue growth, reducing corruption, increasing transparency and profit, greater convenience as result of using it.

### **1.4.1 E-Governance Theories**

#### **1. Rationalism Theory**

New tools will be utilized to help in better decision making and optimizing governance processes. The theory in itself is divided into:

**1. *Ocean Theory*:** Application of e-governance and following the popular trend and adopting the ways of the leaders.

**2. *Peninsula Theory*:** Applying the tools for e-governance but at the same time taking steps to keep the cultural and traditional heritage and values within the community.

#### **2. Island Theory**

Island or Control Theory implies that the e-government tools would be used for better control of the populace. This theory is based on the concept of "information is control".

#### **3. Flood Theory**

Also called Noise Theory is based on the fact that e-government tools such as Internet gives too much information for e-governance procedures such as decision making.

#### **4. Cloud Theory**

Cloud Theory implies that technology will not have much impact on decision making. Changes in governance and government are socially and politically driven and Internet is one of the means.

#### **5. Tempest Theory**

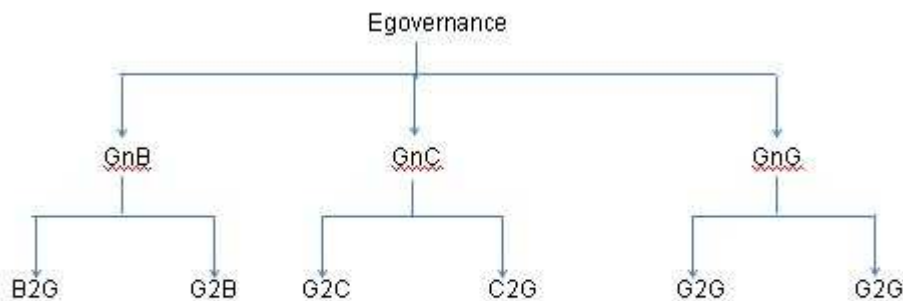
Tempest or Chaos theory implies that e-government tools such as Internet would make a government loose control – mainly by malpractices.

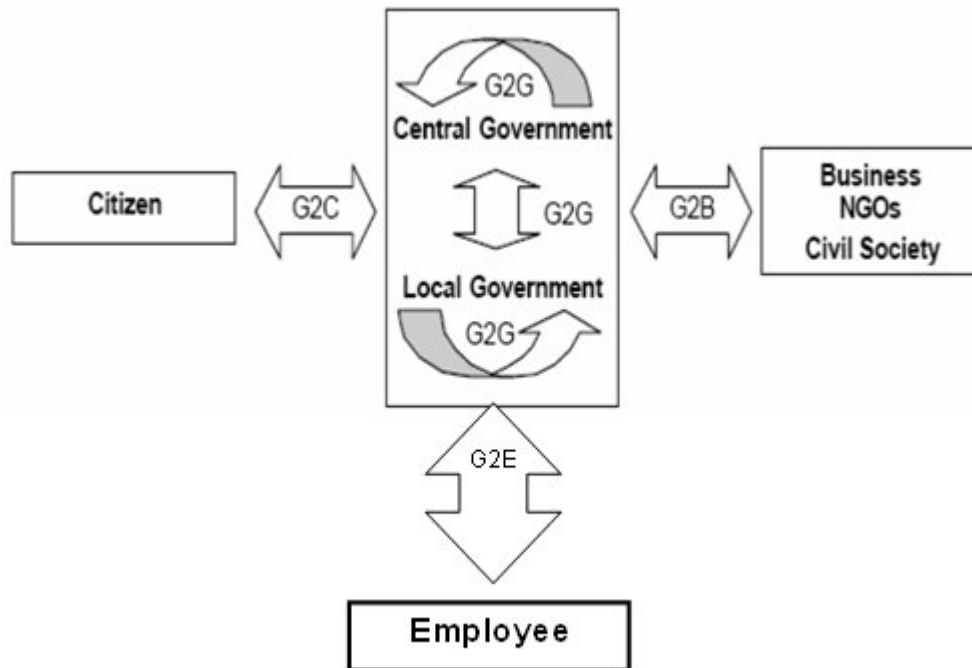
## **1.5 Importance of E-government**

The importance of e-government is closely inter-related with importance of good government in country. we can see that good government as in exercise of administrative, political and economic authority to manage affair and transaction of country in each and every level. The main importance of e-government is to support and simplify e-governance for all parties, government, citizen and business. So I am trying to list out some points which make more clear about it's objective and importance.

1. Better delivery of government services to citizens
2. Improved interactions with businesses ,industries, and citizen empowerment through access of information and Communication Technology.
3. Supporting economic growth and poverty reduction, through improved access to ICTs.
4. Strengthening tenets of good governance – efficiency, transparency, accountability, and inclusiveness
5. 365 days \* 24 Hours fulfilling changed expectations of citizens –They expect the service from government as they get from private business.
6. 365 days \* 24 Hours Generating information and knowledge in line with socio-economic dynamism.
7. 365 days \* 24 Hours Ensuring citizen centricity (also extended to include businesses) and service orientation (amidst changing level of expectations at par with private sector entities)

### Egovernance Type:-





**An e-government Model**

The main part that can be distinguished in e-government are government , citizen and business. so the main common interaction in e-governance are G2C(Government to Citizen), G2B(Government to Business) and G2G(Government to Government) which is clearly shown in above figure. Gartner, an International Consultancy firm, has formulated a four phase e-government model. This can serve as a reference for government to position where a project fits in overall evolution of an e-governance strategy. Most government start by delivering online information, but public demand and internal efficiency soon require more complex services. According to Gartner, e-governance will mature according to following four phases:

1. Information Presence
2. Interaction intake process
3. Transaction Complete transaction
4. Transformation Integration and Changes

## 1.6 National e-Governance Plan

The National e-Governance Plan of Indian Government seeks to lay the foundation and provide the impetus for long-term growth of e-Governance within the country. The plan seeks to create the right governance and institutional mechanisms, set up the core infrastructure and policies and implement a number of Mission Mode Projects at the center, state and integrated service levels to create a citizen-centric and business-centric environment for governance.

**The National e-Governance Plan (NeGP)**, takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.

**“Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the common man”**

**The Government approved** the National e-Governance Plan (NeGP), comprising of **27 Mission Mode Projects (MMPs) and 8 components**, on **May 18, 2006**. The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP. However, the approval of NeGP does not constitute financial approval(s) for all the Mission Mode Projects (MMPs) and components under it. The existing or ongoing projects in the MMP category, being implemented by various Central Ministries, States, and State Departments would be suitably augmented and enhanced to align with the objectives of NeGP.

## **1.7 Mission Mode Projects and their implementation status**

NeGP comprises of 27 Mission Mode Projects (MMPs) encompassing 10 Central MMPs, 10 State MMPs and 7 Integrated MMPs spanning multiple Ministries/ Departments. "Mission Mode" implies that the objective and the scope of the project are clearly defined, that the project has measurable outcomes and service-levels, and the project has well-defined milestones and timelines for implementation.

MMPs are owned and spearheaded by various Line Ministries concerned for Central, State, and Integrated MMPs. The concerned Ministry/ Department is entirely responsible for all decisions related to their MMPs. However, decisions impacting NeGP as a whole are taken in consultation with DIT. Additionally, wherever required by the concerned Ministries/ Departments, DIT provides necessary support for project formulation and development.

Every State has the flexibility of identifying up to 5 additional State-specific MMPs (relevant for economic development within the State). In cases where Central Assistance is required, such inclusions are considered on the advice of the concerned Line Ministries/ Departments.

### **Central MMPs**

- Banking
- Central Excise & Customs
- Income Tax (IT)
- Insurance
- MCA21
- National Citizen Database
- Passport
- Immigration, Visa and Foreigners Registration& Tracking
- Pension

- e-Office

### **State MMPs**

- Agriculture
- Commercial Taxes
- e-District
- Employment Exchange
- Land Records
- Municipalities
- Gram Panchayats
- Police
- Road Transport
- Treasuries

### **Integrated MMPs**

- CSC
- e-Biz
- e-Courts
- e-Procurement
- EDI For eTrade
- National e-governance Service Delivery Gateway
- India Portal

## **1.7.1 Central MMPs**

### **Banking**

Evolution of core banking technology in India has brought in the convenience of "anytime, anywhere banking" to Indian customers. There is now a movement towards integration of core banking solutions of various banks, which is expected to bring in operational efficiency and reduce the time and effort involved in handling and settling transactions, thereby improving customer service and facilitating regulatory compliance.

The Banking MMP covers the following services:

- Electronic Central Registry under Sarfaesi Act, 2002
- One India One Account-for Public Sector Banks
- Electronic Mass Payment System

### **Central Excise & Customs**

The Central Board for Excise and Customs (CBEC) is implementing this MMP with a view to facilitate trade and industry by streamlining and simplifying customs and excise processes, and to create a climate for voluntary compliance.

The project aims to network 20,000 users in 245 cities using wide area network, and equip taxpayers with up-to-date information relating to Customs, Central Excise, Service Tax Laws, etc. over the internet.

Some of the services proposed to be covered in this MMP are:

- Simplification of registration, returns, revenue reconciliation and exports procedures
- Movement towards integration of goods and service taxation
- e-Registration for excise and service tax
- e-Filing of returns and refunds
- Integration of e-filing with system driven, risk-based scrutiny
- Export facilitation through linkages between Excise and Customs
- Improved dispute resolution mechanism
- Monitoring of arrears and their recovery
- Central Excise Revenue reconciliation

For more information, visit <http://www.cbec.gov.in/>

## **Income Tax (IT)**

The Income Tax Department of India is implementing a plan for setting up a comprehensive service that enables citizens to transact all businesses with the Department on an anywhere, anytime basis.

Some of the services proposed to be covered under the Income Tax MMP are:



- Allocation of Permanent Account Number (PAN)
- Tax accounting
- Taxpayer grievance redressal
- Taxpayer correspondence
- Tax compliance
- Online submission of returns
- Processing of tax return
- Processing of tax-deducted-at-source (TDS) return

For more information, visit <http://www.incometaxindia.gov.in>

## **Insurance**

This MMP has been conceived with a view improve services for customers in the General Insurance sector.



The MMP aims to:

- Facilitate customer service through education, information, speedy processing of claims and online issuance of policies on web
- Provide automated grievance reporting and redressal facility to customers
- Create and enlarge business opportunities
- Create holistic database of insurance users
- Integrate insurance database(s) with other government database(s) to analyze social security aspects and facilitate service delivery

The project is proposed to be implemented through the four PSU Insurance companies.

For more information, visit [http://finmin.nic.in/the\\_ministry/dept\\_fin\\_services/fin\\_services.html](http://finmin.nic.in/the_ministry/dept_fin_services/fin_services.html)

## **MCA21**

The Ministry of Corporate Affairs (MCA), Government of India, has initiated the MCA21 project, which enables easy and secure access to MCA services in an assisted manner for corporate entities, professionals, and general public. The MCA21 project is designed to fully automate all processes related to enforcement and compliance of the legal requirements under the Companies Act, 1956.

The project further seeks to achieve inter-operability with the National e-Governance Services Delivery Gateway (NSDG), which will help extend MCA services to businesses via multiple front-end delivery channels, and which will also help provide other value-added services over and above the base services offered by MCA21.

For more information, visit <http://www.mca.gov.in>

## **National Citizen Database**

Project UID, a Planning Commission initiative, proposes to

- Create a central database of residents, initially of those above the age of 18 years
- Generate a unique identification number (UID) for all such residents

The UID is intended to provide a robust basis for efficient delivery of various social and welfare services to persons below the poverty line (BPL). It can also be used as the basis for identifying and authenticating a person's entitlement to government services and benefits through a single system rather than all government departments individually and independently investing in creating infrastructure, systems and procedures for verifying entitlement of residents under various schemes of the Government. To this end, the project envisages provision of linking of existing databases, as well as providing for future additions, by the user agencies.

The Planning Commission initiative is being steered by the DIT (as the Line Ministry) through NICS/ NIC (as the technical solution provider) and a consultant (for the process definitions related to operation and maintenance of the database). For more information, visit <http://mha.nic.in>

## **Passport**

The Passport Seva Project was launched by the Ministry of External Affairs with the objective of delivering Passport Services to the citizens in a comfortable environment with wider accessibility and reliability. The project envisages setting up of 77 Passport Seva Kendras (PSKs) across the country, a Data Centre and Disaster Recovery Centre, Call centre operating 18x7 in 17 languages, and a centralized nationwide computerized system for issuance of passports. The entire operation will function in a “less paper” environment with an attempt being made to deliver passports within 3 working days to categories not requiring police verification.

For more information, visit <http://www.meaindia.nic.in> (External website that opens in a new window) , <http://mha.nic.in>

## **Immigration, Visa and Foreigner’s Registration & Tracking (IVFRT)**

In order to Modernize and upgrade the Immigration services, “Immigration, Visa and Foreigners Registration & Tracking (IVFRT)” has been identified and included as one of the MMPs to be undertaken by the Ministry of Home Affairs under the National e-Governance Plan (NeGP). The core objective of this Project is to develop and implement a secure and integrated service delivery framework that facilitates legitimate travelers while strengthening security. The scope of the project includes 169 Missions, 77 ICPs (Immigration Check Posts), 5 FRROs (Foreigners Regional Registration Offices), and FROs (Foreigners Registration Offices) in the State/District Headquarters.

The implementation of this MMP will enable authentication of traveler’s identity at the Missions, Immigration Check Posts (ICPs) and Foreigners Registration Offices (FROs) through use of intelligent document scanners and biometrics, updation of foreigner’s details at entry and exit points, improved tracking of foreigner’s through sharing of information captured during visa issuance at Missions, during immigration check at ICPs, and during registration at FRRO/ FROs.

For more information, visit <http://www.immigrationindia.nic.in/>

## **Pension**

Under this MMP, a Pensioner's Portal <http://pensionersportal.gov.in> (External website that opens in a new window) has been set up with the following components:

- Non-interactive component to provide updated information on pension issues
- Interactive component to monitor grievance redressal at three interlinked levels, as follows:
  - Central-level in Department of Pensions & Pensioners' Welfare (nodal point)
  - Central Ministries/ Department-level
  - Pensioners' Associations-level (field level)

Pensioners registering grievances on the portal get unique access codes, which helps them monitor progress of their cases. The designated nodal officer at the level of Department of Pension & Pensioners' Welfare and at the level of Central Ministry/ Department can also monitor the progress of such registered cases.

For more information, visit <http://persmin.nic.in/>

## **e-Office**

The Government of India, in recognition of the long-felt need for efficiency in government processes and service delivery mechanisms, has included e-Office as a core mission mode project (MMP) under the National e-Governance Plan (NeGP). It is estimated that this MMP has the potential of targeting over 2 lakh users.

This MMP aims at significantly improving the operational efficiency of the Government by transitioning to a "Less Paper Office".

The objectives of the MMP are:

- To improve efficiency, consistency and effectiveness of government responses
- To reduce turnaround time and to meet the demands of the citizens charter
- To provide for effective resource management to improve the quality of administration
- To reduce processing delays
- To establish transparency and accountability

## **1.7.2 State MMPs**

### **Agriculture**

There have been several initiatives by State and Central Governments to meet the various challenges facing the agriculture sector in the country. The Agriculture MMP has been included in NeGP in an effort to consolidate the various learning from the past, integrate all the diverse and disparate efforts currently underway, and upscale them to cover the entire country.

The MMP is to be operationalised by Department of Agriculture and Cooperation (DAC), and aims to provide services, such as:

- Information to farmers on seeds, fertilizers, pesticides
- Information to farmers on Govt. Schemes
- Information to farmers on Soil recommendations
- Information on crop management
- Information on weather and marketing of agriculture produce

For more information, visit <http://agricoop.nic.in/>

### **Commercial Taxes**

There has been a strong demand for streamlining VAT administration through citizen-centric, service-oriented processes, and establishing a certain degree of standardization with respect to Commercial Tax (CT) administration. Since the CT departments mainly interface with businesses and often account for 60–70 per cent of the total revenue of the States and Union Territories (UTs), their functioning can directly affect the attractiveness of a State or UT as a business destination. It is against this backdrop that the

Commercial Taxes MMP was conceived. The initiative is spearheaded by the Department of Revenue (DoR), Ministry of Finance, with strategic consultancy provided by the National Institute for Smart Government (NISG) and Ernst & Young (E &Y).

Under this MMP, various recommendations have been made to facilitate simplification of administrative procedures and reduction of processing timelines. Some of the key recommendations are noted below:

- Electronic filing of returns
- Electronic clearance of refunds
- Electronic payment of tax
- Online dealer ledger
- Online issuance of CST statutory forms through Tax Information Exchange System (TINXSYS)
- Facility to dealer to obtain various online information services

For more information, visit [http://finmin.nic.in/the\\_ministry/dept\\_revenue/index.html](http://finmin.nic.in/the_ministry/dept_revenue/index.html)

## **e-District**

Districts are the de facto front-end of government where most Government-to-Consumer or G2C interaction takes place. The eDistrict project was conceptualized to improve this experience and enhance the efficiencies of the various Departments at the district-level to enable seamless service delivery to the citizen.

Front-ends under the scheme, in the form of citizen facilitation centers, are envisioned to be built at District-, Tehsil-, Sub-division- and Block- levels. Village-level front-ends would be established through Common Services Centres (CSCs) for delivery of services.

Indicative services planned to be delivered through this MMP include:

- Certificates: Creation and distribution of certificates for income, domicile, caste, Birth, Death etc.
- Licences: Arms Licenses etc.
- Public Distribution System (PDS): Issue of Ration Card, etc.
- Social Welfare Schemes: Disbursement of old-age pensions, family pensions, widow pensions, etc.
- Complaints: Related to unfair prices, absentee teachers, non-availability of doctor, etc.
- RTI: Online filing and receipt of information relating to the Right to Information Act
- Linking with other e government projects: Registration, Land Records, and Driving Licences, etc.
- Information Dissemination: About government schemes, entitlements, etc.
- Assessment of taxes: Property tax, and other government taxes.
- Utility Payment: Payments relating to electricity, water bills property taxes etc.

## **Employment Exchange**

Ministry of Labour&Employment is in the process of conceptualizing this MMP. It is expected that the MMP will help match the requirements of employers against employee database. It is also expected that the MMP will have mechanisms to provide valuable guidance and career counseling to the unemployed, and facilitate online registration of vacancies by employers.

For more information, visit <http://labour.nic.in/>

## **Land Records**

Maintenance of land records and the availability of easily accessible land information is one of the most important issues facing governance today. "Land Records" itself is a generic expression and can include records such as, the register of lands, Records of Rights (RoRs), tenancy and crop inspection register, mutation register, disputed cases register, etc. It can also include geological information regarding the shape, size, soil-type of the land; and economic information related to irrigation and crops

The Land Records MMP, being implemented by Ministry of Rural Development (MoRD), seeks to accomplish the following across States:

- Completion of all data entry related to digitization of land records
- Provision of legal sanctity to computerized Records-of-Rights (RoRs)
- Stopping further issue of manual RORs
- Setting up computer centers at Tehsils
- Enabling Web access

The main objectives of the MMP are:

- To facilitate easy maintenance and updates in land databases
- To provide for comprehensive scrutiny to make land records tamper-proof (in an effort to reduce the menace of litigation and social conflicts associated with land disputes)
- To provide the required support for implementation of development programmes for which data about distribution of land holdings is vital
- To facilitate detailed planning for infrastructural as well as environment development
- To facilitate preparation of an annual set of records in the mechanised process, thereby producing accurate documents for recording details such as collection of land revenue, cropping pattern, etc.
- To facilitate a variety of standard and ad-hoc queries on land data
- To provide database for agricultural census

Core Services offered under the Land Records MMP are:

- Issue of copies of RoRs
- Crop, irrigation and soil details
- Filing and tracking of status of mutation cases
- Availability and submission of forms

For more information, visit <http://rural.nic.in/>

## **Municipalities**

The Municipalities MMP aims to leverage ICT for sustained improvement in efficiency and effectiveness of delivery of municipal service to citizens.

The key objectives of the MMP are:

- To provide single window services to citizens on anytime, anywhere basis

- To increase the efficiency and productivity of Urban Local Bodies (ULBs)
- To develop a single, integrated view of ULB information system across all ULBs in the State
- To provide timely and reliable management information relating to municipal administration for effective decision-making
- To adopt a standards-based approach to enable integration with other related applications

This MMP is one with significant citizen interaction, given that municipalities provide a large number of basic services for millions of citizen living in urban centres across the Nation.

For more information, visit <http://www.urbanindia.nic.in/moud/moud.htm>

## **Panchayats**

The Panchayat represents the first-level of Government interaction for over 60 per cent of the Indian populace, and provides a large number of basic services for millions of citizens living in rural locations across the Nation. It is against this backdrop that the Panchayat MMP has been included in NeGP. The MMP aims to address and overcome the typical challenges faced in the villages, such as lack of reliable communication infrastructure, delay in delivery of services to citizens, low revenue mobilization for implementing schemes at the Gram Panchayat level, and lack of monitoring mechanisms for schemes.

The MMP envisages implementation of various modules across the services and management functions within Gram Panchayat, such as the following:

- Issue of trade licences and NoC
- House-related services
- Issue of certificates of Birth and Death, Income and Solvency
- Dissemination of internal process of Panchayat agenda, voting, and resolution
- Copy of proceedings of Gram Sabha and Action Taken Report (ATR)
- Receipt of funds / progress report
- Dissemination of BPL data

For more information, visit <http://panchayat.nic.in>

## **Police**

This MMP has been included in NeGP in light of the ever-increasing threats of terror attacks and of continually ascending crime graphs. It includes aspects such as creation of- and sharing of- crime-related databases across departments, effective personal management, and efficient inventory control.

Given the large variations in these functions across States, the MMP professes a phased approach towards implementation. The first phase broadly targets those functions that are common across States and which are driven by the Criminal Procedure Code (CrPC).

For more information, visit <http://mha.nic.in>

## **Road Transport**

The Road Transport MMP was included in NeGP with a view to create a unified data schema which could be used by all States and Union Territories to computerize their respective transport offices (for faster and better-managed issue of vehicle registration certificates and driving licences).

This MMP is being implemented as part of the Horizontal Transfer Programme of DIT.

For more information, visit <http://morth.nic.in/> (External website that opens in a new window) and [www.mit.gov.in](http://www.mit.gov.in)

## **Treasuries**

Due to non-computerization or part-computerization of State Treasuries, most of the operational information continues to be exchanged in paper form.

A Core Group on Computerization of Treasuries in State has been constituted to formulate a draft scheme on the Treasuries MMP under NeGP.

The detailed concept note is being worked out by the Department of Expenditure.

For more information, visit <http://finmin.nic.in>

## **1.7.3 Integrated MMPs**

### **Common Services Centers**

The CSC is a strategic cornerstone of the National e-Governance Plan (NeGP), as part of its commitment in the National Common Minimum Programme to introduce e-governance on a massive scale.

The CSCs would provide high quality and cost-effective video, voice and data content and services, in the areas of e-governance, education, health, telemedicine, entertainment as well as other private services. A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills.

The Scheme creates a conducive environment for the private sector and NGOs to play an active role in implementation of the CSC Scheme, thereby becoming a partner of the government in the development of rural India. The PPP model of the CSC scheme envisages a 3-tier structure consisting of the CSC operator (called Village Level Entrepreneur or VLE) the Service Centre Agency (SCA), that will be responsible for a division of 500-1000 CSCs and a State Designated Agency (SDA) identified by the State Government responsible for managing the implementation over the entire State.

The CSC Scheme has been approved by Government in September 2006 with an outlay of Rs. 5742 Crores over a period of 4 years. It is expected that 100% CSCs would be rolled by March 2011.

### **e-BIZ**

The eBiz initiative, being piloted by the Department of Industrial Policy and Promotion, seeks to provide comprehensive Government-to-Business (G2B) services to business entities with transparency, speed, and

certainty. It aims at reducing the points of contact between business entities and Government agencies, standardizing "requirement information", establishing single-window services, and reducing the burden of compliance, thereby benefitting stakeholders such as entrepreneurs, industries and businesses, industry associations, regulatory agencies, industrial promotional agencies, banks and financial institutions, and taxation authorities.

For more information, visit <http://dipp.nic.in/>

## **e-Courts**

The Indian judiciary comprises of nearly 15,000 courts situated in approximately 2,500 court complexes throughout the country. Under the e-Courts MMP, it is proposed to implement ICT in Indian judiciary in 3 phases over a period of 5 years. The MMP aims to develop, deliver, install, and implement automated decision-making and decision-support systems in 700 courts across Delhi, Bombay, Kolkata and Chennai; 900 courts across 29 State/ Union Territory capitals; and 13,000 district and subordinate courts across the Nation.

The objectives of the project are:

- To help judicial administration in streamlining their day-to-day activities
- To assist judicial administration in reducing the pendency of cases
- To provide transparency of information to the litigants
- To provide judges with easy access to legal and judicial databases

For more information, visit <http://mha.nic.in> (External website that opens in a new window) and <http://lawmin.nic.in/Just.htm>

## **e-Procurement**

This MMP aims at making government procurement simplified, transparent, and result-oriented. It is being implemented through the Directorate General of Supplies & Disposals (DGS&D), a central purchasing organization under the Ministry of Commerce and Industry, which has core competency in procurement of goods and services.

The objectives of the MMP are:

- To establish a one stop-shop for all services related to government procurement
- To reduce cycle time and cost of procurement
- To enhance transparency in government procurement
- To enhance efficiency of procurement
- To bring about procurement reform across the government

The e-Procurement MMP will cover all aspects of procurement from indent of tender to tender preparation, bidding, bid evaluation and award of contract. In light of the CVC mandate that all Departments publish their tenders on the internet, the MMP will deploy extensive security features for encryption and decryption of bids, and digital signatures.

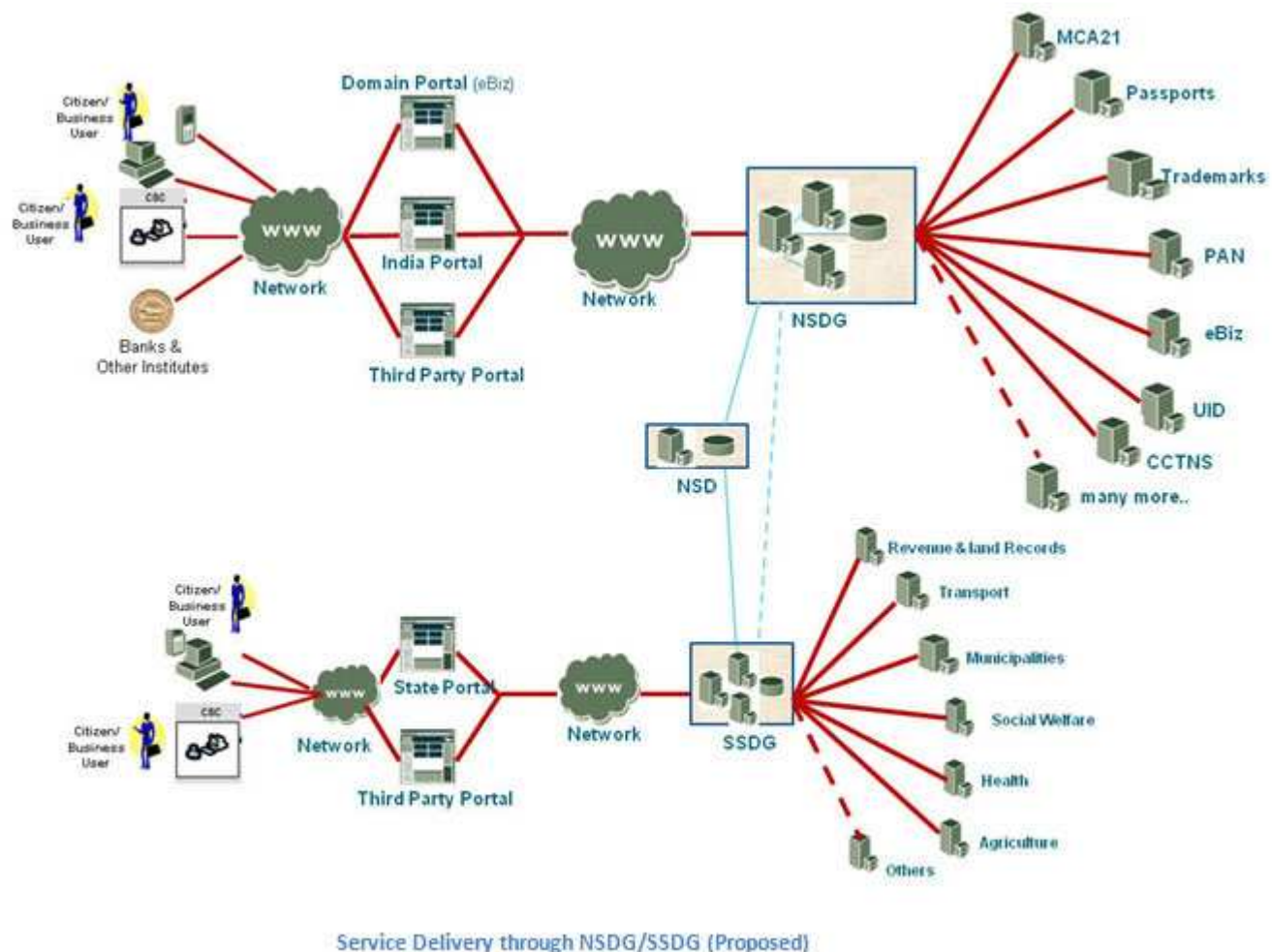


For more information, visit <http://www.commerce.nic.in>

## NSDG

The National e-Governance Plan (NeGP) of the Govt. of India aims to cooperate, collaborate and integrate information across different departments in the Centre, States and Local Government. Government systems are characterized by islands of legacy systems using heterogeneous platforms and technologies and spread across diverse geographical locations, in varying state of automation, make this task very challenging.

The National eGovernance Service Delivery Gateway (NSDG), an integrated MMP under the National e-Governance Plan (NeGP), can simplify the above task by acting as a standards-based messaging switch and providing seamless interoperability and exchange of data across the departments. NSDG acting as a nerve centre, would handle large number of transactions and would help in tracking and time stamping all transactions of the Government.



The National eGovernance Service Delivery Gateway (NSDG)

## India Portal

The National Portal of India is a Mission Mode Project under the National E-Governance Plan being implemented by NIC. The objective behind the Portal is to provide a single window access to the information and services of the Indian Government at all levels from Central Government to State Government to District Administration and Panchayat for the Citizens, Business and Overseas Indians. An attempt has also been made through this Portal to provide comprehensive, accurate, and reliable and one stop source of information about India and its various facets. The information in the Portal has been well classified into distinct modules, which are also interlinked at relevant places to provide the visitor with a holistic view.

First version of the Portal was launched by the Hon'ble Union Minister for Communications & IT, Thiru Dayanidhi Maran in a public function on 10th November 2005

As a part of the Content Management Strategy, National Portal Coordinators (NPCs) have been nominated from both 66 Central Ministries/Departments and 35 State Government, who are responsible for the content development, compilation and maintenance. A Web Based secured Content Management System (CMS) <http://portalcontent.nic.in> External website that opens in a new window has been developed to facilitate contribution of content by the NPCs.



The National Portal of India

For more information, visit [www.india.gov.in](http://www.india.gov.in) External website that opens in a new window

## Status

- First version of portal has been launched
- National Portal Coordinator identified from 66 Central Ministries/Departments & 35 States/UTs
- English and Hindi version of National Portal of India (NPI) with associated CMS is functional
- ISO Certificate ISO 25051: 2006 Software Engineering & ISO 9126 Certified
- The National Portal of India (English & Hindi) is in Compliance with latest W3C guidelines
- Website Quality Certificate ISO/IEC 23026: 2006
- Currently the Portal is functional in 5 Regional languages i.e. Gujarati, Assamees, Tamil, Oriya & Bengali.

## 1.8 Role of ICT's in e-governance

"ICTs ( Information and Communication Technology ) are effectively showing new dimensions to old institutional setups. There is a reinforced thrust for an informed and participatory citizenry for efficient e-Governance. It goes without saying that impact of ICT on institutional changes is fast spreading across the boundaries of social and political arrangements of societies."

e-Governance is the application of Information and Communication Technology (ICT) for delivering Government Services, exchange of information, communication transactions, integration various stand-alone systems and services between Government and Citizens (G2C), Government and Business (G2B) as well as back office processes and interactions within the entire Government frame work. Through the e-Governance, the Government services will be made available to the citizens in a convenient, efficient and transparent manner. The Government being the service provider, it is important to motivate the employees for delivering the services through ICT. To achieve this, the Government employees are being trained on technology and started realising the advantage of ICT. The aim is to make them thorough with e-Governance applications and responsive to the technology driven administration.

What does E-Governance seek to achieve

- Efficiency
- Transparency
- Citizen's participation

Enabling e-governance through ICT contributes to

- Good governance
- Trust and Accountability
- Citizen's awareness and empowerment
- Citizen's welfare
- Democracy
- Nation's economic growth

ICT is the biggest enabler of change and process reforms with minimum resistance. Decades of attempts for government and process reforms fade in face of what ICT has achieved in few years. People would not so readily accept process change but in the name of ICT they do.

## **1.9 Need of e-Governance**

The strategic need of e-Governance is to support and simplify governance for all parties government, citizens and businesses. The use of ICTs can connect all three parties and support processes and activities. In other words, in e-Governance uses electronic means to support and stimulate good governance. Therefore the objectives of e-Governance are similar to the objectives of good governance. Good governance can be seen as an exercise of economic, political, and administrative authority to better manage affairs of a country at all levels, national and local.

It is useful here to present objectives for e-democracy and e-government. The two main objectives of e-democracy are :

1. To provide citizens access to information and knowledge about the political process, about services and about choices available

2. To make possible the transition from passive information access to active citizen

participation by:

- Informing the citizen
- Representing the citizen
- Encouraging the citizen to vote
- Consulting the citizen
- Involving the citizen

Regarding e-government, the distinction is made between the objectives for internally focused processes (operations) and objectives for externally focused services.

### **External strategic objectives**

The external objective of e-Governance is to satisfactorily fulfill the public's needs and expectations on the front office side, by simplifying their interaction with various online services. The use of ICTs in government operations facilitates speedy, transparent, accountable, efficient and effective interaction with the public, citizens, business and other agencies.

### **Internal strategic objectives**

In the back-office, the objective of e-Governance in government operations is to facilitate a speedy, transparent, accountable, efficient and effective process for performing government administration activities. Significant cost savings (per transaction) in government operations can be the result. It can be concluded that e-Governance is more than just a Government website on the Internet. Political, social, economic and technological aspects determine e-Governance.

## **1.10 Importance of E-governance**

The World Bank (The World Bank Group, 2002) defines and describes the benefits of e-Governance as:

*“The use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.”*

This definition explains different uses and the benefits of e-Governance. It also stresses that ICT, the internet and mobile computing are e-Governance tools.

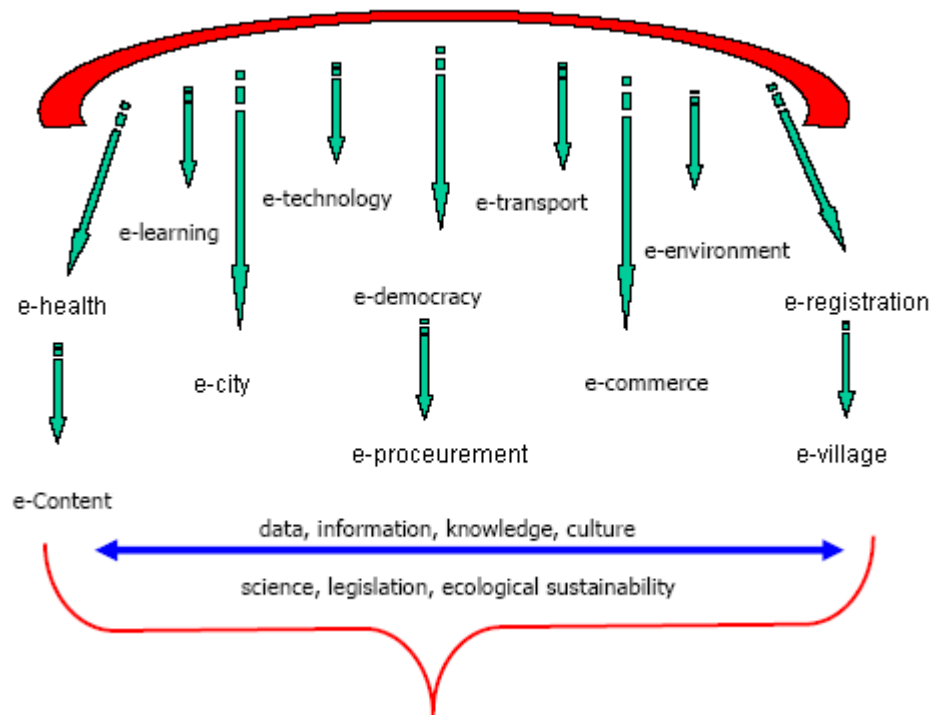
The internet is ubiquitous. In the past, it was mainly used for educational and information sharing purposes, but internet applications now facilitate day-to-day activities. E-Governance is an important application of the internet and is used by authorities to encourage broad use of computers and to facilitate communication and interactions with its institutions, citizens and businesses. Cutting red tape, enhancing the efficiency and effectiveness of the services offered and reducing costs for both users and the service providers are some of the aims and goals behind the adoption of this mode of service provision. Despite this, e-Governance should not be thought of as the solution for such inefficiencies but rather the tool that increases the urgency for such aims and ambitions. Some e-Governance benefits are as follows:

- Improvement of service delivery and citizens' social welfare
- Reduction of users' and organizations' time, effort and costs
- Increase of users' ICT skills and knowledge
- Creation

OECD (2003) thoroughly examined e-Governance initiatives in its members' countries (Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Korea, Luxemburg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Slovak Republic, Spain, Sweden, Switzerland, Turkey, UK, USA), and listed the advantages of e-Governance as follows:

- Improves efficiency in processing large quantities of data
- Improves services through better understanding of users' requirements, thus aiming for seamless online services
- Helps achieve specific policy outcomes by enabling stakeholders to share information and ideas
- Assists a government's economic policy objectives by promoting productivity gains inherent in ICT and e-commerce

- Contributes to governments' reform by improving transparency, facilitating information sharing and highlighting internal inconsistencies
- Helps in building trust between governments and their citizens, an essential factor in good governance by using internet-based strategies to involve citizens in the policy process illustrating government transparency and accountability.



**Figure 1. : e-Governance as an integrating approach**

## 1.11 e-Governance Experiences in India

Recognizing that e-Governance shall be a major part of e-initiatives and shall play an increasingly important role in modern Governance, various agencies of the Government and civil society organizations have taken a large number of e-initiatives across the country. Indicated below are some of the key e-initiatives taken in the country across some of the important citizen/business related departments:

### Customs and Excise (Government of India)

- 98% of export and 90-95% of import documentation computerized
- Electronic filing through ICEGATE at 3 locations (Mumbai, Delhi, Chennai)
- 80% of Service Tax returns electronically processed

### **Indian Railways (Government of India)**

- Anywhere to Anywhere reservation from Anywhere
- Electronic Booking of tickets on select sectors
- Online Information on Railway reservation on Internet

### **Postal Department (Government of India)**

- Direct e-credit of Monthly Income Scheme returns into the investors accounts
- Dematerialization of Savings Certificate (NSC) and Vikas Patras (KVP), offering full portability

### **Passport / Visa (Government of India)**

- 100% passport information computerized
- All 33 Regional Passport Offices covered
- Machine readable passports at some locations

### **AP Online (State Government of Andhra Pradesh)**

An Integrated Citizen Services Portal providing citizen centric services such as: Birth/Death Certificates, Property Registration, Driver's License, Govt. Applications & Forms, Payment of taxes / utility bills etc.

**Bhoomi** – Automation of Land Records (State Government of Karnataka) It provides computerized Record of Rights Tenancy & Crops (RTC) - needed by farmer to obtain bank loans, settle land disputes etc. It has also ensured increased transparency and reliability, significant reduction in corruption, exploitation and oppression of farmers. This project has benefited 20 million rural land records covering 6.7 million farmers.

### **CARD – Registration Project (State Government of Andhra Pradesh)**

Computerization Administration of Registration Department (CARD) impacting 10 million citizens over a period of 3 years. It has completed registration of 2.8 million titles with title searches made in 1.4 million cases. The system ensures transparency in valuation of property and efficient document management system. The estimated saving of 70 million man-hours of citizen time valued at US\$ 35 mil (investment in CARD - US\$ 6million). Similar initiatives in other states like SARITA (State Government of Maharashtra) STAR (State Government of Tamil Nadu), etc. have further built upon this initiative.

### **Gyandoot: Intranet in Tribal District of Dhar (State Government of Madhya Pradesh)**

This project offers e-Governance services including online registration of applications, rural e-mail facility, village auction site etc. It also provides services such as Information on Mandi (farm products market) rates, On-line public grievance redressal, caste & income certificates and Rural Market (Gaon ka Bazaar).

### **LOKMITRA (State Government of Himachal Pradesh)**

- Offers e-Governance services:
  - o Online registration of applications,
  - o Rural e-mail facility, village auction site etc.
- Key services provided to citizens
  - o Information on Mandi (farm products market) rates
  - o On-line public grievance redressal
  - o Sending and receiving information regarding land records, income certificates, caste certificates and other official documents.
  - o Market rates of vegetables, fruits and other items

### **e-Mitra - Integrated Citizen Services Center (State Government of Rajasthan)**

- Implemented using a PPP (Public Private Partnership) model
- Private partner paid by the government department / agency
- G2C services like:
  - o Payment of electricity, water, telephone bills
  - o Payment of taxes
  - o Ticket Reservations
  - o Filing of Passport applications
  - o Registration of birth/death
  - o Payment by cash/cheque/ credit card

The above cases of e-initiatives are only illustrative. Many of the State Governments have successfully implemented several such e-initiatives. This has positively impacted the quality of life of citizens. Hence e-Governance as a major e-initiative affords an excellent opportunity for India to radically improve the quality of governance and thereby:



- Allow for two-way communication between government and citizens not only for service delivery but also to receive opinions of citizens on policies and government performance
- Provide greater access to excluded groups, who have few opportunities to interact with government and benefit from its services and schemes
- Include all sections of the society in the mainstream of development
- Enabling rural and traditionally marginalized segments of the population to gain fast and convenient access to services in their own neighborhoods.

## **REVIEW QUESTIONS**

1. Define the term e-Governance and its applications for a normal user.
2. Do you think e-Governance will help the citizen to collect and contact with government services in future is yes then write your views.
3. Explain the different models of e-Governance .
4. Study some working projects of e-Governance in Uttarakhand and write about .
5. What are the basic requirements to start with e-Governance.
6. What is SWAN and how it is useful in e-Governance .
7. For a normal user what will be the difficulties to access e-Governance services .
8. Study National e-Governance Plan from NEGP website and write about some pilot projects of e-Governance .
9. What do you understand by digital divide , do you think that you are digital divide , if yes what should be the actions to make you digital smart.
10. What sort of applications you would like to take from e-Governance service model for your area or city or village .
11. Discuss and explain various models of e-Governance.
12. Find out 10 Mission mode projects websites and write a note about them .

13. Explain the benefits of e-Governance for a common man also describe the barriers to avail that services .